CLASS TITLE: TRAINING AND DEVELOPMENT ANALYST

CHARACTERISTICS OF THE CLASS

Under general supervision, the class designs, develops, and delivers existing and new instructor-led and web-based training programs in various subject areas to assist with the development of City-wide and department-specific staff development and organizational programs, and performs related duties as required

ESSENTIAL DUTIES

- Plans, conducts and evaluates existing training programs and develops new programs to meet the training needs of city departments, and provide professional development for employees

- Develops course outlines, determines instructional methods and delivers training programs

- Researches, develops and implements new training and presentation methods

- Designs and develops new instructional material and modifies existing instructional materials, (e.g., workbooks, exercises, and case studies)

- Acts as an instructor or facilitator and collaborates with other instructors to deliver training

- Conducts training needs analyses, using individual and group interviews, surveys or other methods

- Implements tools to evaluate effectiveness of training programs

- Evaluates participants feedback, and modifies instructional materials accordingly

- Develops new curricula and revises existing curricula in response to program evaluations

- Prepares and organizes materials in preparation for training programs

- Maintains records documenting training activities and prepares related reports

- Coordinates registration and enrollment for assigned workshops and programs, as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Instructional Design, Organizational Development, Education, Human Resource Management, Business Administration, Public Administration or a directly related field plus four years of work experience designing, developing and delivering training programs or an equivalent combination of education, training and experience, provided that the minimum degree requirement is met.

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)

- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- *methods and techniques for conducting training needs assessments, developing and designing training programs and materials
- *theory, principles, practices and techniques of training and instruction, particularly as related to adult development in an employer setting
- *principles and practices of group facilitation
- *applicable federal, state, local laws, statutes, regulations, and guidelines
- *applicable computer software packages and applications

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING – Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *LEARNING STRATEGIES – Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate operations and implement solutions
- *JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions and choose the most appropriate one
- *INSTRUCTING– Teach others how to do something

Abilities

- COMPREHEND ORAL INFORMATION – Listen to and understand information and ideas presented through spoken words and sentences
- COMPREHEND WRITTEN INFORMATION – Read and understand information and ideas presented through spoken words and sentences
- SPEAK – Verbally communicate and present information to large groups of people
- WRITE – Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS – Apply general rules to specific problems to produce answers that make sense
- COME UP WITH IDEAS – Come up with a number of ideas about a topic

Other Work Requirements

- ADAPTABILITY / FLEXIBILITY – Be open to change (positive or negative) and to considerable variety in the workplace

- DEPENDABILITY – Demonstrate reliability, responsibility, and dependability and fulfill obligations

- ANALYTICAL THINKING – Analyze information and use logic to address work or job issues and problems

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

*May be required at entry.

City of Chicago
Department of Human Resources
June, 2017